



Safety  
Management  
Policy

Safety Risk  
Management

Safety  
Promotion

Safety  
Assurance

MESSAGE FROM THE NTSB CHAIRMAN



SMS isn't something  
you have.  
It's something you do.



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ROBERT L. SUMWALT



## MESSAGE FROM THE NTSB CHAIRMAN



An SMS has written policies, procedures and guidelines; data collection and analysis; and risk management, all held together by a safety culture.



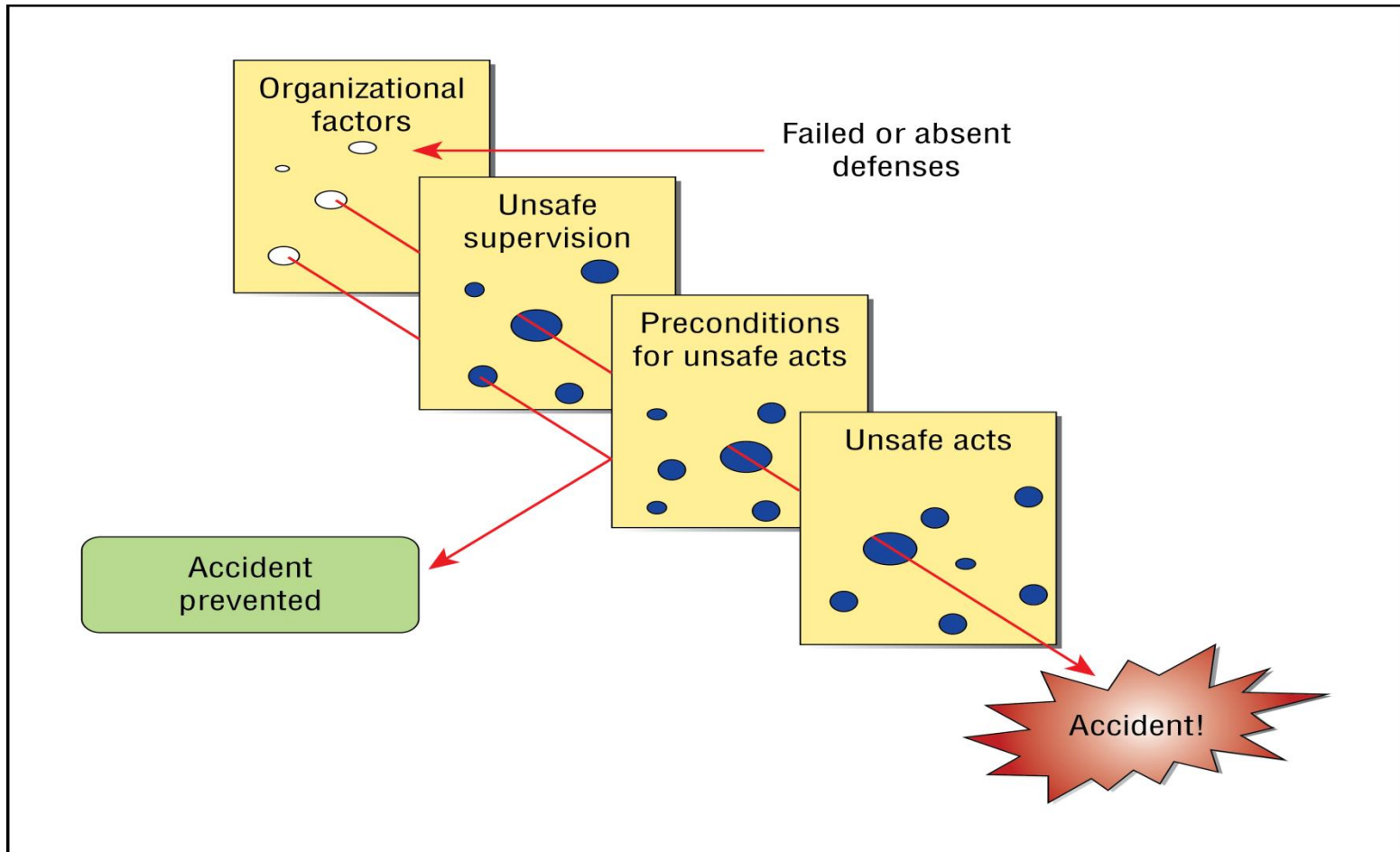
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# Improving Safety Management



# Supporting Your SMS





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**VOLUNTARY  
CONFIDENTIAL  
NON-PUNITIVE  
EMPLOYEE REPORTING**

# EMPLOYEE REPORTING PROGRAMS





# Voluntary, Non-Punitive Employee Reporting

- If you want to effect change, you need to put an incentive on the table
- Bring unions, management, and regulators to the table
- Identify what it's going to take to incentivize people to voluntarily report their mistakes, errors, and even VIOLATIONS





# EMPLOYEE REPORTING BEST PRACTICES

- Criteria for accepting reports
  - Acting as an employee
  - Criminal activity
  - Substance abuse
  - Falsification
  - Timely (non-sole source)
  - Reckless conduct / intentional disregard for safety
- Give employees 24 hours to file a non-sole source report. If they report, and the report is accepted by the committee (made up of union, management, and regulator) then no discipline.

**Everyone knows safety...**  
*until they don't.*